HCSIS Alert!

Sign up for Training: Look for memo from Valarie Oresto week of 12/12/05

What is HCSIS?

HCSIS stands for Home and Community Services Information System

HCSIS is a Quality Management system composed of six modules:

> Event Management (including: Incident Reporting, Medication Occurrences, Restraint Reporting), Investigations, Death Reporting, Health Care Record, National Core Indicator Survey, and User Administration

HCSIS is part of the Department of Mental Retardation's Information System (DMRIS) and will be used by DMR and Providers to help monitor the health and safety of the individuals we serve

What will HCSIS do?

HCSIS will help Providers and DMR to "close the loop" around Incidents

HCSIS will computerize consistent processes across the state

HCSIS will allow information to be shared electronically

HCSIS will give providers access to information to support their own quality initiatives

HCSIS will give providers and DMR staff access to critical information from any computer with internet access

HCSIS will work in any provider management and staffing structure

What is happening with HCSIS now?

DMR has developed an Implementation Team which is composed of people responsible for the various modules that HCSIS will cover, like Investigations, Incident Reporting, and Medication Occurrences. The Team created several subgroups that will address Communication, Business Process (how DMR and Providers will actually will do things under the new system), Testing, Help Desk, Provider Readiness, Training and Transition. Read more about these groups in the Attachment to this Alert.

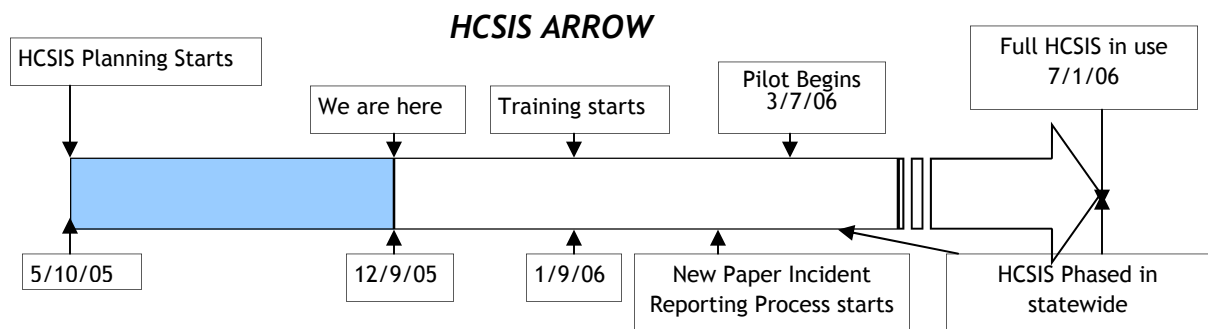**So what's next?**

Early in the week of 12/12/05 Provider Executive Directors, Area, Regional and Facility Directors will receive a memo from Valarie Oresto, DMR Training Director, about scheduling training in January for the new Incident Reporting process.

HCSIS Alert! will come out every two weeks. Look for it in your in-box and on the DMR home page. Please share this publication with your staff.

A website is being developed to provide detailed information. Look for a web link to the attachment in the next issue.

If you have any questions call Hans Toegel at (617) 624-7781 or email at Hans. H. Toegel@state.ma.us

HCSIS ARROW

HCSIS Planning Starts

We are here

Training starts

Pilot Begins 3/7/06

Full HCSIS in use 7/1/06

5/10/05

12/9/05

1/9/06

New Paper Incident Reporting Process starts

HCSIS Phased in statewide

HCSIS Alert!

Welcome to the first issue of HCSIS Alert! We will be coming to you every two weeks with updates, information and important announcements. Most of the critical dates will be placed on the cover page for this document and you will find a link to this more detailed summary of issues and events. Below is a summary of the work groups planning the HCSIS Implementation.

Communications Group: This group has brought you this newsletter and will continue to bring you updates and things you will need to know throughout the implementation and roll-out of HCSIS. So far the group has:

Developed a plan for communication with DMR staff, providers and stakeholders

Issued this newsletter and will generate updates every 2 weeks

Planned for creation of web links to more detailed information on the DMR home page for easy review

Begun work to establish a contact person for each provider, area and regional office

Training Group: This group is planning the training in the new Incident Reporting process created by DMR. Valarie Oresto, DMR Training Director, will be sending out a memo around 12/12/05 to providers and DMR staff about signing up for a 3 hour instructor-led training in the new process, to begin on or about January 9, 2006. Look for the memo. This group will then be coordinating the largely computer-based instruction for the electronic reporting system we know as HCSIS. That training will begin after the Pilot on March 7, 2006, and a phased-in implementation will follow. All of DMR and the provider community will be using HCSIS exclusively for reporting and management of Incidents, Investigations, Restraints, Medication Occurrences, and Health Care Record.

Testing Group: This group will be responsible for:

User Acceptance Testing which will take place starting the week of January 17th and will run through February 17. Training for testers will start the week of January 9.

End users will be testing the various HCSIS modules to make sure that it works as designed. They will be executing test scenarios, documenting problems identified during testing, and retesting problem fixes as needed.

Each test session will be conducted by a Testing manager, a HCSIS representative, and a DMR manager.

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Business Process: DMR is using a new phrase—*Business Process*—to describe all the actions and procedures we use to make Incident Reporting and Management, Medication Occurrences, Restraints, Health Care Record and Investigations happen. It is about the way we do our business, whether from the Provider's perspective or the Department's perspective. You will hear this phrase more and more.

This group is creating the materials that describe the new Incident Reporting process on which end users will be trained in January, 2006. Guidelines and accompanying materials will be distributed to all who attend the trainings to serve as references for when the new reporting system is in use.

Help Desk: This group is planning for the implementation of a user-friendly and resourceful help desk to support the HCSIS internal and external user base. The help desk team will also work to identify the specific support needs of DMR's provider community and develop a strategy to address those needs. This team will formulate a plan to address the opportunities of implementing a help desk solution to support the entire DMRIS user community.

Provider Readiness Assessment: This group was created to assist providers in assessing how they will implement the HCSIS system in their specific organizations with different staffing and varied technological resources. The group consists of provider representatives, DMR Partnership and DMR staff. The group is currently reviewing materials to be distributed to the provider community to begin to address their particular circumstances.

Transition: This group is working to identify the manner in which the new reporting systems will be implemented until such time as the entire state is live in HCSIS. Working with the DMR subject experts in the various modules, new guidance will be developed and distributed for the training that will take place in January, 2006.